HERIOT WATT UNIVERSITY

HWU STUDENT ACCOUNT GUIDE

essential information for new students
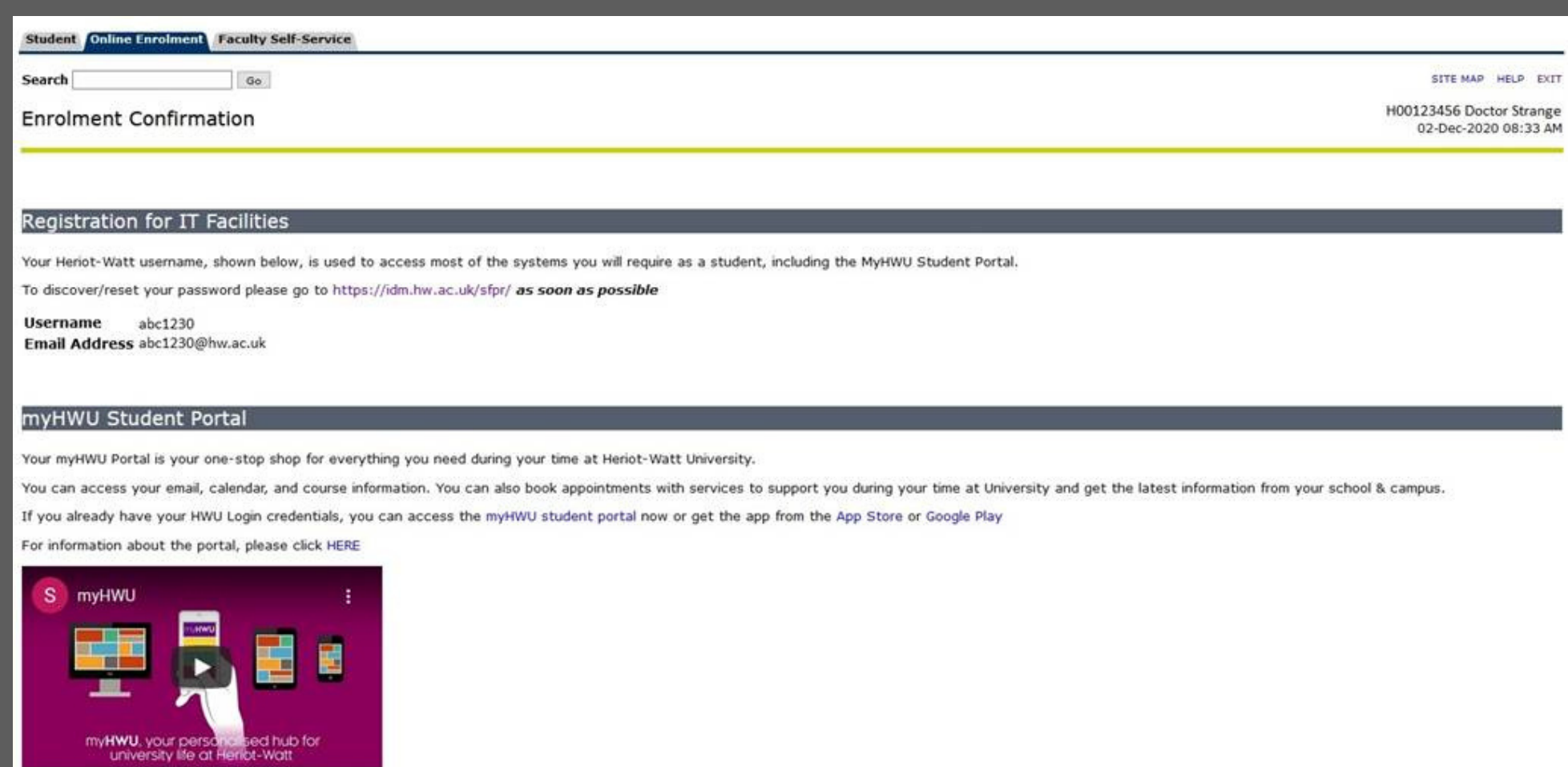
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Activating your HWU IT account

Step 1

At the end of your enrolment process, you will get your username and email address. Your username will be used to log in to the IT facilities. On that page, there will be a link to reset your HWU password [https://idm.hw.ac.uk/sfpr/].
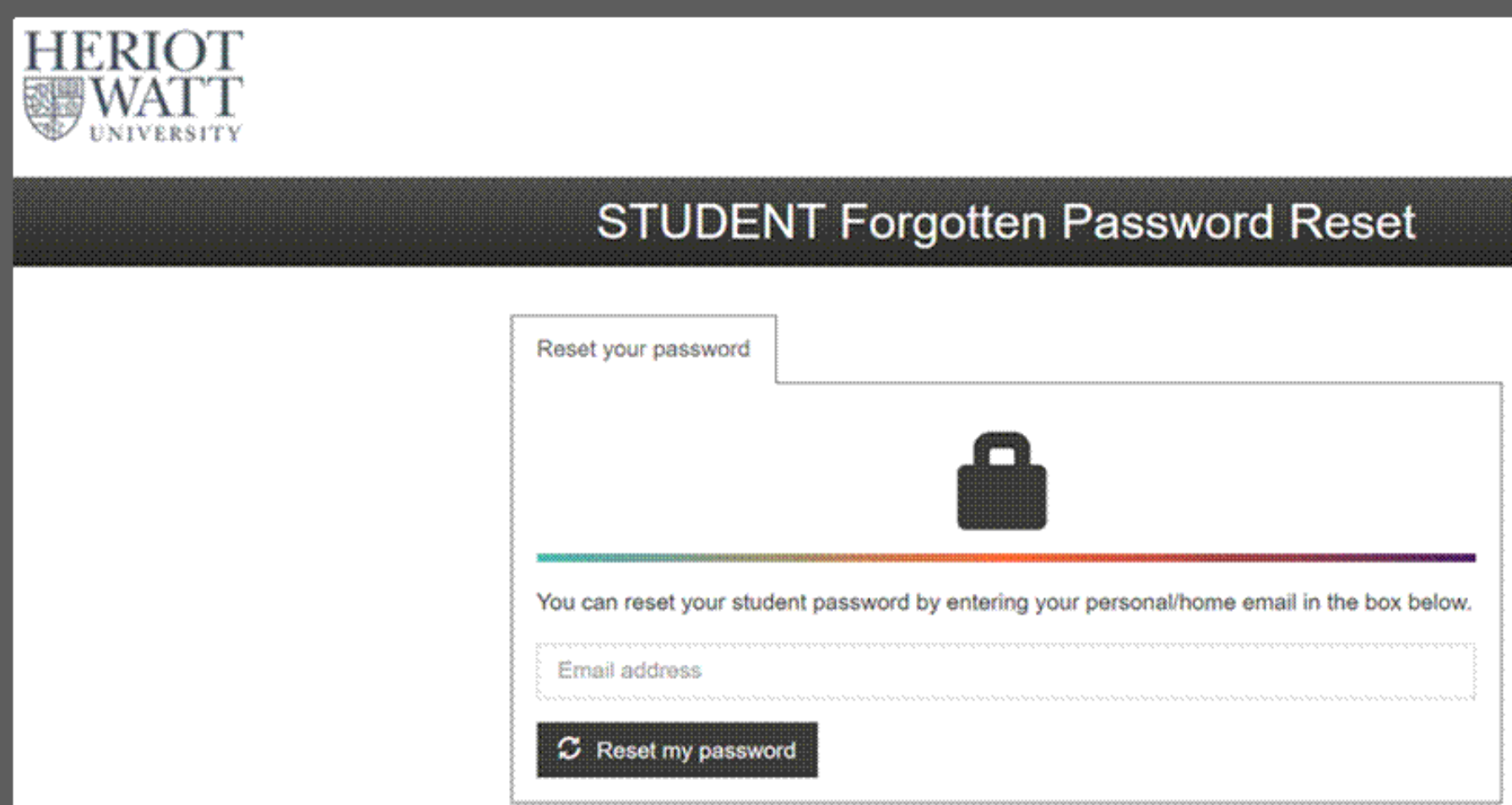
Please be informed that this **must** be completed for you to start using your IT account.

Step 2

At the '**STUDENT Forgotten Password Reset**' page, enter your personal email that was used during admission.
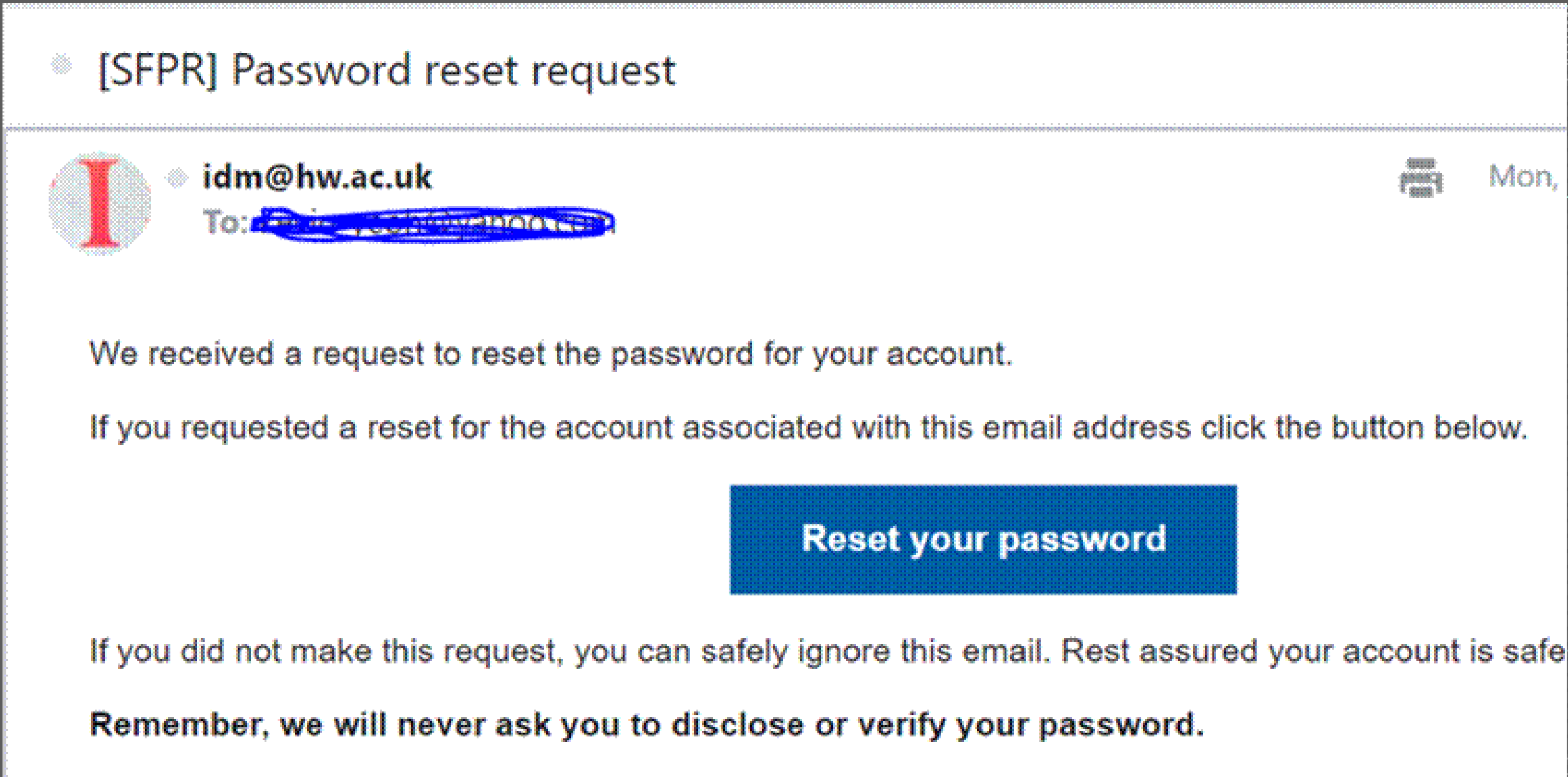
Step 3

Please wait for a few minutes for the **'password reset email'** to arrive at the email that you have provided in Step 1.
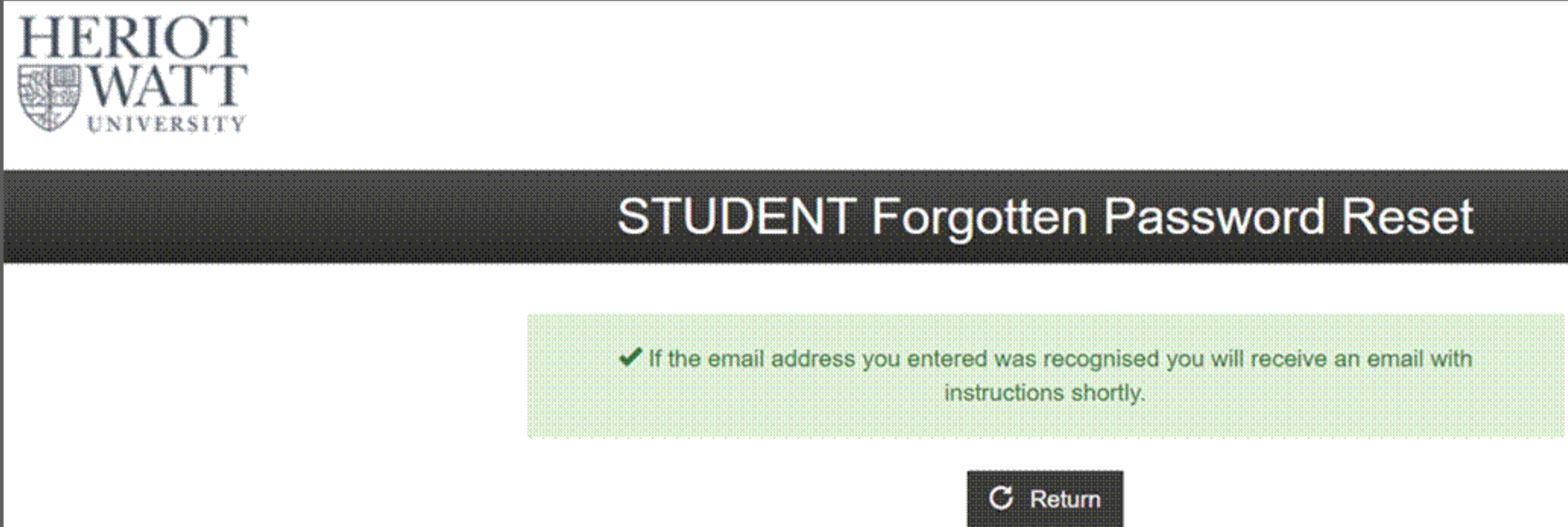
Step 4

Go to the mailbox that you have provided in Step 1 and look for the email from **idm@hw.ac.uk**. Open the email and click on the 'Reset your password' button, as shown below.

Step 5

Upon clicking the button, it will lead you to the 'Reset your password' page. Follow the presented instructions carefully.

Your password must include:
- minimum of 8 characters
- at least one upper case character (A-Z)
- at least one lower case character (a-z)
- at least one number (0-9)
- at least one special character (e.g. -!*%&:\/$#@?|+=).

- NOT contain your username.
- NOT contain 3 or more consecutive characters from your username or name.
- NOT re-use old passwords.

Step 6

Your password has been reset. Now, you can enjoy the IT facilities with your new username and the new password that you have created.

Accessing your HWU email

Step 1

Students can access the HWU emails at http://www.office.com.
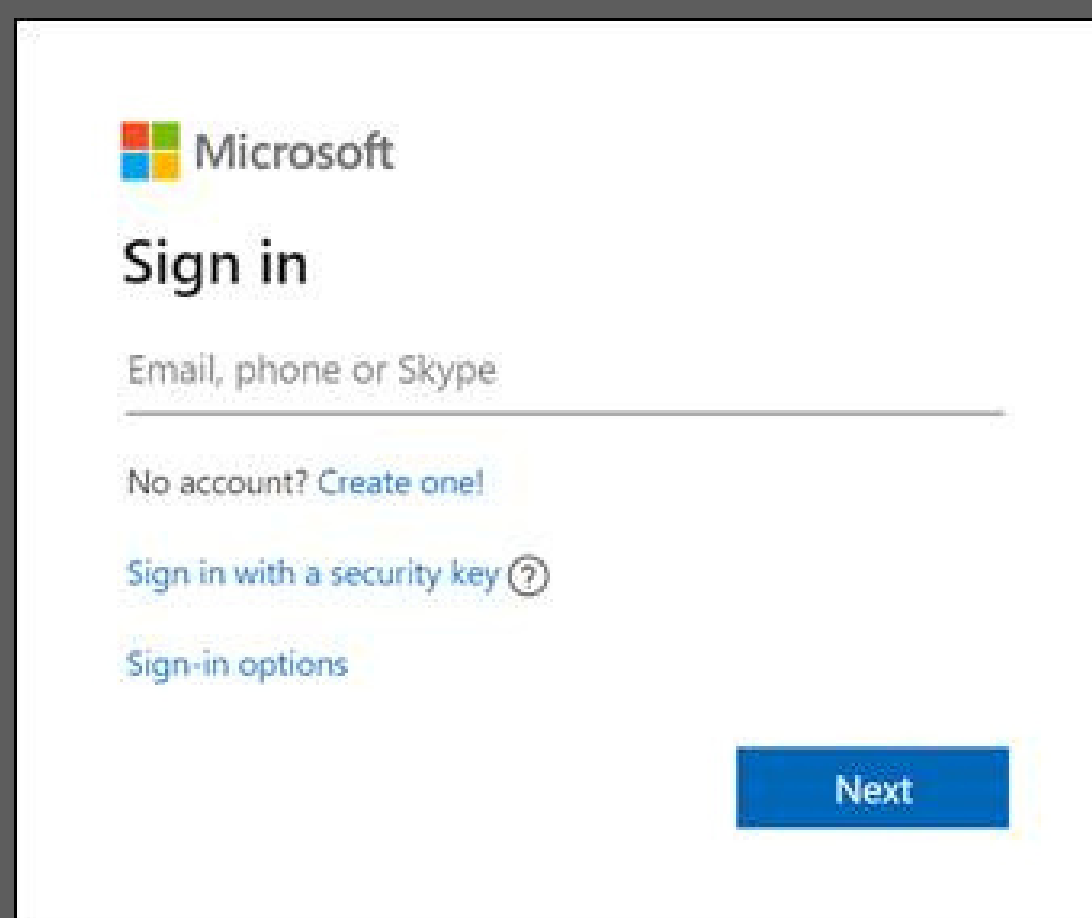
Step 2

Click the 'Sign-in' button to enter the login page.
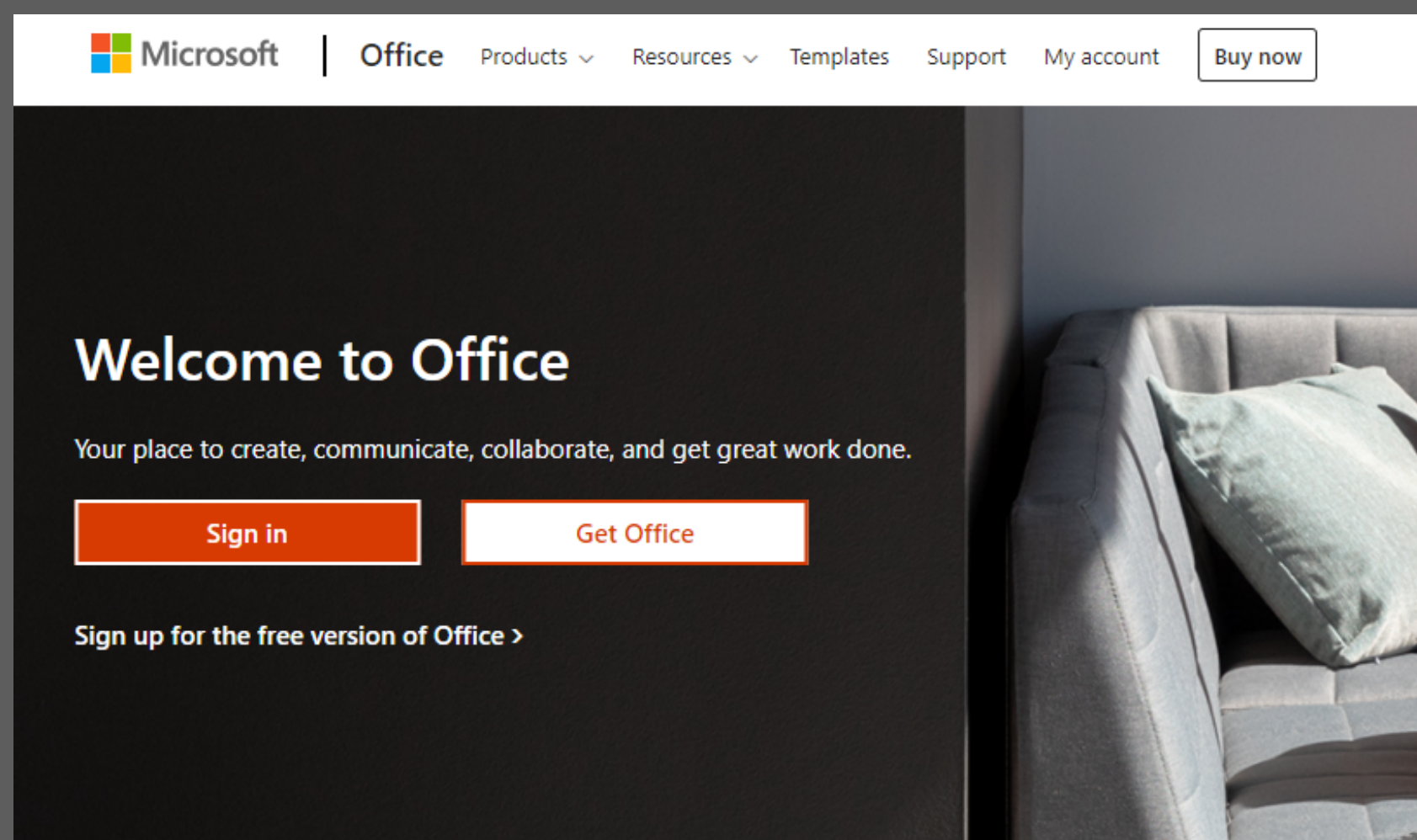
Step 3

At the Microsoft login page, sign in using the **HWU user ID** [eg: abc123@hw.ac.uk]. Then, click the 'Next' button.
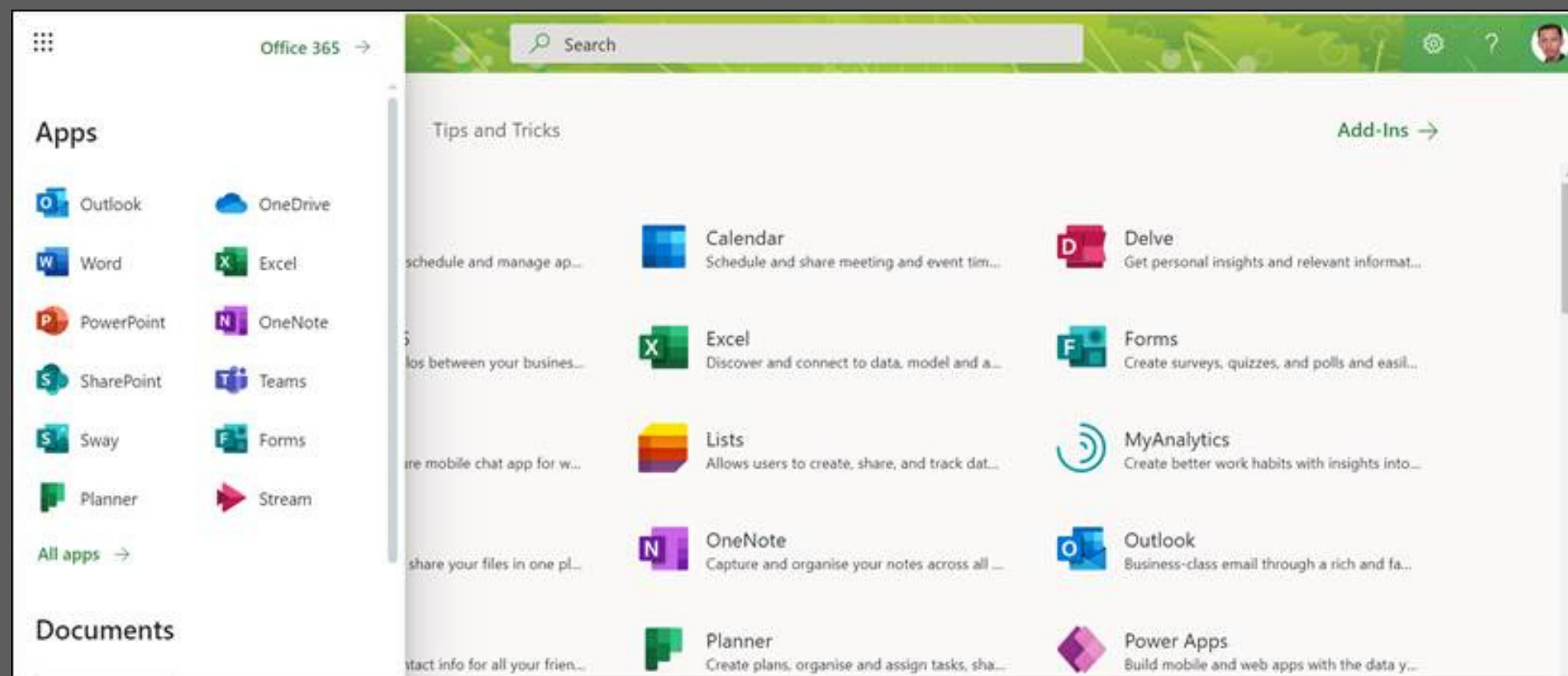
Step 4

The HWU login page will pop up. Please key in your **HWU user ID** [eg: abc123@hw.ac.uk] and enter your password.
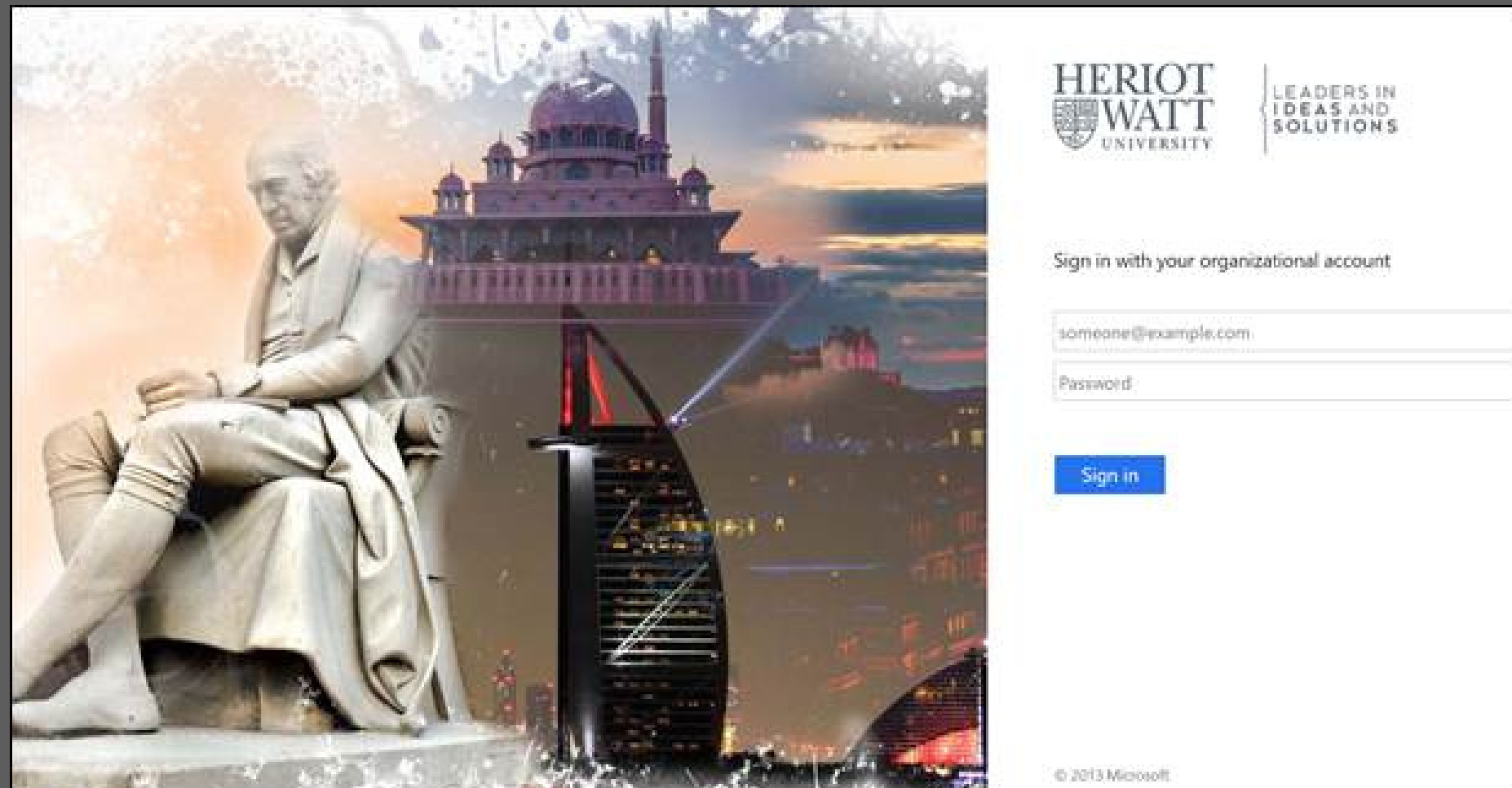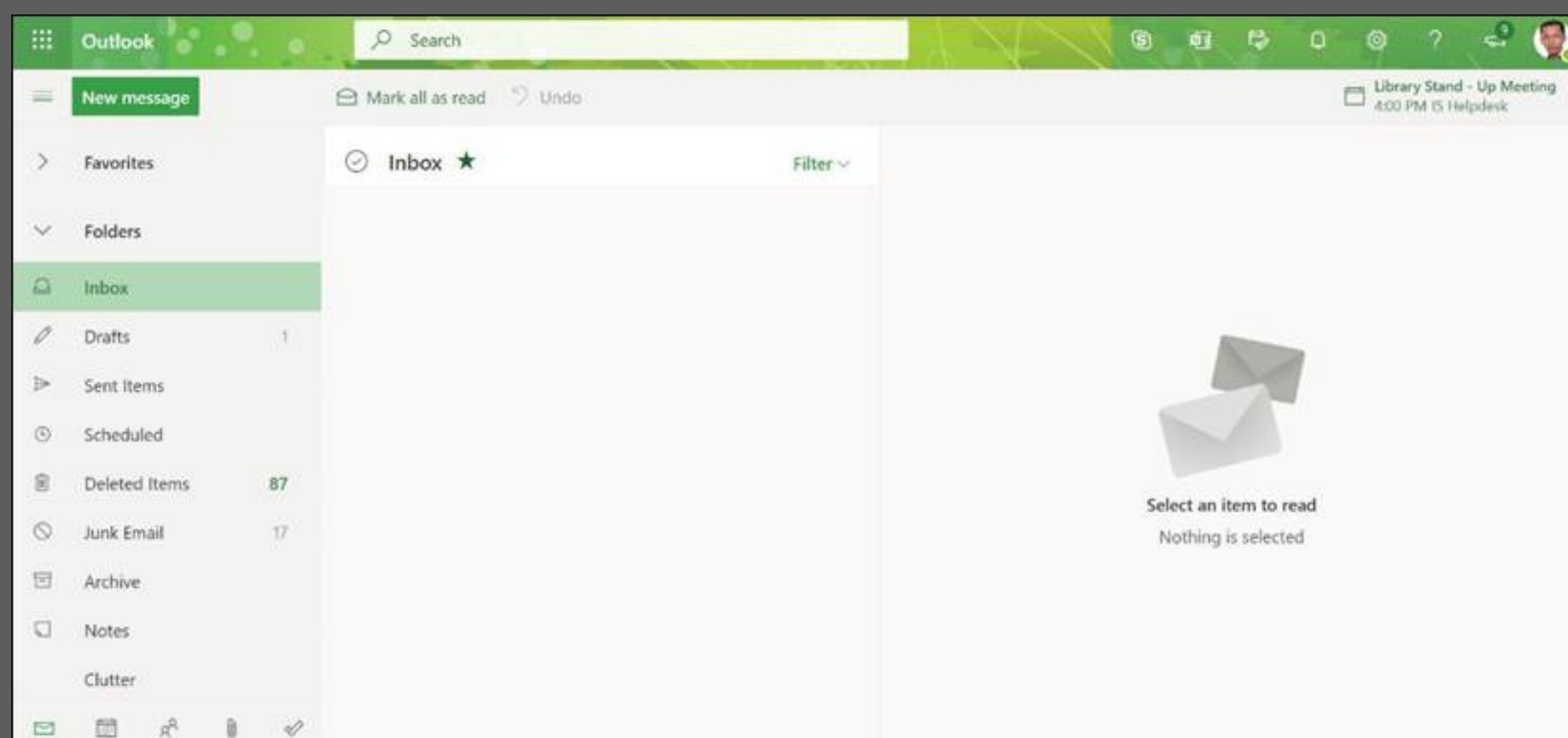

Step 5

Once you have logged in, please look for the **'Outlook'** application and click the icon to access your email.

Step 6

After that, you should be able to access your email as shown below.

f.a.q.

1   ## I am unable to reset my HWU IT password.

As stated in **Step 5, Page 5** above, please follow the password prerequisites in order for the system to accept your password. If you still encounter any errors, please report this issue to ISHelp@hw.ac.uk.

2   ## How do I access other services such as Vision, student portal, etc?

We are happy that you are excited to use our services! Please wait for the actual Welcome Week where we will present this to you.

3   ## What if I don't get the enrolment confirmation page and I am not able to reset my password?

Please report this issue to HWUM-Welcome@hw.ac.uk.

Editors:

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